



December 19, 2013

SUBJECT: Letter of Clarification No. 2 Request for Proposal for Human Resources Consulting and Data Warehouse

REFERENCE: Request for Proposal No. S37-T24838

TO: All Prospective Proposers

This Letter of Clarification is issued for the following reason:

The following questions and City of Houston responses are hereby incorporated and made a part of the Request for Proposal:

1. **Question:** Will you post the list of those companies that attended the RFP Pre-proposal meeting?

Answer: Yes. Please see the attached list of attendees.

2. **Question:** Who is responsible for the work product of an M/WBE utilized by the primary consultant? If there is a failure to perform by the M/WBE and the work has to be redone, is it expected that the primary needs to redo the work?

Answer: The prime contractor is ultimately responsible for all contract work. It is the City's expectation that all work be completed according to specifications and contract terms, whether it is performed by the prime or the subcontractor. The Office of Business Opportunity has measures in place to address issues that may arise between primes and subs.

3. **Question:** Will each section (Part 1, Part 2, etc.) be scored separately?

Answer: Yes, each scope will be scored separately.

4. **Question:** We are M/WBEs and Houston First looking to sub-contract, what is the vehicle to make ourselves known to the Primes?

Answer: A list of all contractors that attended the Pre-proposal Conference is attached with their contact information. It is recommended that you contact them and let them know specifically how you can add value to their team by working on a part of their contract with the City.

5. **Question:** Please confirm that Item F, Member Satisfaction Surveys, pertains to medical benefits while Item M, Member Satisfaction Surveys pertains to “other benefits,” e.g. vision, dental, etc.

Answer: Confirmed. Member satisfaction survey applies to members’ satisfaction with how Benefits provides customer services. Cigna will perform member satisfaction survey for Cigna’s services.

6. **Question:** I have submitted a full application to become an approved M/WBE is there a way to speed up the process for approval?

Answer: Please email your company name and functional business description to velma.laws@houstontx.gov. An expedited processing request will be submitted to the Office of Business Opportunity.

7. **Question:** Are there any preferences given to a contractor that can perform all of the scopes?

Answer: No preferences are given to a contractor that can perform all of the scopes.

8. **Question:** How can we get the current Workers’ Compensation Consultants’ rates?

Answer: Email an Open Records Request to Joyce.Hays@houstontx.gov.

9. **Question:** Are there existing vendors in place for each of the existing disciplines?

Answer: No. The consulting contracts have expired.

10. **Question:** What are the potential areas that an M/WBE may be receive work?

Answer: Medical case management; peer reviews; surveys; medical and dental plan consulting; quality improvement and regulatory compliance; accounting, auditing, CPA services; health benefits consulting; printing; legal services; workers compensation law; insurance services and employee benefits consulting; group benefits administration; risk management services; business management consulting; financial management consulting; and information technology. Note: MWBEs can be found in the MWBE Directory at

11. **Question:** We understand that Section 9.0 contains information on the Contents for Submitted Proposals. Is it permissible for bidders to include the information contained in the Questionnaire in a single document with all items properly labeled, addressing all questions from the City with page numbering? Or do the bidders need to address each individual question within Proposal Tech?

Answer: The proposers are required to answer the individual questions on the RFP website hosted by Proposal Tech. For the printed proposals, proposers can print their proposals from Proposal Tech. If you need assistance with that process, please contact Proposal Tech at 1-877-211-8316 x84.

12. **Question:** Our Company has chosen to participate in the RFP as it relates to our offerings. However, we have a number of partners who we would like to include to further position the City of Houston in your RFP process. How should we do this? Do you want us to include them as a user and grant them permission to the RFP and areas that relate to their offerings? Do you want to invite them into the process independently?

Answer: Any qualified vendor with consulting experience in the fields of health benefits, risk management (Workers' Compensation / Safety), and Data Warehouse management may logon to the Proposal Tech website to determine if they have an interest in submitting a proposal for one or all of these services. This Request for Proposal is only for HR consulting / data warehouse services.

When issued, Letter(s) of Clarification shall automatically become a part of the proposal documents and shall supersede any previous specification(s) and/or provision(s) in conflict with the Letter(s) of Clarification. All revisions, responses, and answers incorporated into the Letter(s) of Clarification are collaboratively from both the Strategic Purchasing Division of Finance and the Human Resources Department. It is the responsibility of proposers to ensure that they have obtained all such letter(s). By submitting a proposal on this project, proposers shall be deemed to have received all Letter(s) of Clarification and to have incorporated them into their proposal.

Sincerely,

Joyce A. Hays

Joyce Hays
Sr. Procurement Specialist

END OF LETTER OF CLARIFICATION 2